

## **NACR Appoints Sales Director for Houston Region**

**Tooley Promoted to Head Up NACR Regional Sales and Support for South Texas, Oklahoma, Louisiana, and Arkansas**

EAGAN, Minn., Jan. 27, 2011 /PRNewswire/ -- Seven-time Avaya BusinessPartner of the Year and communications integration expert NACR (North American Communications Resource, Inc.) is pleased to announce that Michael D. Tooley has been promoted to Sales Director for the Houston Region, effective January 1, 2011. The position was created in anticipation of a new brick and mortar NACR sales office in Houston, slated to open in Q2 2011.

(Logo: <http://photos.prnewswire.com/prnh/20070809/AQTH118LOGO>)

"We are strongly committed to the Houston Region, which is not only the fourth largest market in the United States, but also an area where NACR is a proven communications solutions provider," said John Behnken, National Vice President of NACR. "Continuing to expand our presence there in order to provide our customers with optimal levels of service and technical support is a top priority for NACR."

As the largest Avaya channel partner worldwide, NACR ([www.nacr.com](http://www.nacr.com)) is the leading independent integrator of best-in-class communications, collaboration, and customer interaction solutions — delivering comprehensive sales, consultative, training, and technical support, as well as end-to-end managed services and maintenance. The company works closely with Avaya and other leading technology innovators to integrate best-in-class hardware, software, and applications into end-to-end multivendor solutions.

"In his eight years at NACR, Mike has demonstrated leadership not only in sales performance, but also in bringing extraordinary customer focus to the sales, consulting, and support process," said David Garlich, Southern Region Vice President at NACR. "His and his team's dedication to helping customers use communications technology to solve problems and realize added value will be a tremendous asset to every customer — existing and potential — in the region."

In addition to ACACM certification, Tooley has more than 20 years of experience in Avaya solutions, including prior positions in senior account and channel management at Avaya and Lucent Technologies, and has been a recipient of Avaya's coveted President's Award. He will relocate to Houston when the new office opens later this year, along with a team of highly experienced team NACR National Account Managers (NAMs) who are focused on the Houston-South Texas market, including John Kanewske, Sybil Mills, John Hensley, and George Marshall. The region is also supported by Dave Morgan, NAM for the Oklahoma market, and will add two new staff members who will focus on Arkansas and Louisiana.

NACR sales, consultative, and technical support includes network readiness, design, implementation, and testing services, as well as remote diagnostics and resolution, maintenance, refurbishment, and repairs. The company's services are supported by a team of certified engineers and technicians, as well as two Network Operations Centers (NOCs) featuring high-tech network monitoring and management capabilities.

For more information about NACR solutions and services, existing customers can call their NACR NAMs and new customers can contact the company at **1-651-796-6680**.

### **About NACR**

With offices nationwide, industry award-winning NACR (Eagan, MN) is a certified Avaya Platinum Channel Partner, seven-time Avaya BusinessPartner of the Year, and the leading independent integrator of best-in-class communications, collaboration, and customer interaction solutions for businesses. Its highly trained and experienced team, with more than 300 industry-recognized certifications, delivers proven, scalable, cost-effective solutions tailored to a customer's end-to-end needs, from sales through ongoing support. Using sophisticated processes, advanced tools, and two high-tech Network Operations Centers (NOCs), NACR provides comprehensive monitoring and managed services for multivendor infrastructures. And to help customers keep pace with changing technology and business needs, the NACR Center of Excellence for Learning and Development provides training and educational opportunities. For more information, call **1-888-321-NACR** (6227) or visit [www.nacr.com](http://www.nacr.com).

SOURCE NACR

For further information: Scott Sund, Vice President of Marketing of NACR, 1-800-431-1333, ext. 2502, [ssund@nacr.com](mailto:ssund@nacr.com)

---

Additional assets available online: [Photos \(1\)](#)

<https://onec1.mediaroom.com/2011-01-27-NACR-Appoints-Sales-Director-for-Houston-Region>